

The Pipeline

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September 22, 1999

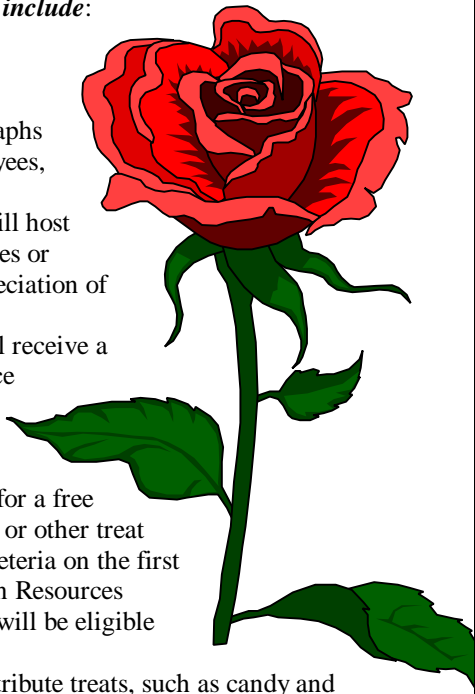
CFC Employee Recognition Week: Sept. 20-24

The Cabinet for Families and Children is setting aside this week as Employee Recognition Week in central office.

The week's highlights include:

All Week

- ❖ A Wall of Fame, including photographs of honored employees, will be displayed.
- ❖ Individual units will host luncheons, brunches or receptions in appreciation of employees.
- ❖ All employees will receive a Spirit of Excellence button and ticket. Specially marked buttons may be presented for a free beverage, popcorn or other treat from the S&E Cafeteria on the first floor of the Human Resources Building. Tickets will be eligible for prizes.
- ❖ Managers will distribute treats, such as candy and pencils, to employees all week.



Sept. 22

- ❖ A reception will be held at 10 a.m. in the cafeteria. State Representative Jimmy Lee will be the guest speaker at a ceremony to recognize all CFC Employees of the Month selected during the past year. Winners of Employee Suggestion Awards and Educational Achievement Awards will also be recognized.

Sept. 24

- ❖ A drawing for prizes will be held at 9 a.m. in the cafeteria. Tickets for the drawing will be distributed to employees early in the week. Prizes include UK basketball tickets, a table runner, and free lunch or breakfast for a week in the cafeteria.

Building Cleanup Week is Sept. 20-24

Building Clean up Week is in progress, and will continue through Sept. 24.

Extra dumpsters are available throughout the week. If you have trash you can't get into a dumpster or trash can, you can place a sign on it marked "trash - please dispose," and it will be removed by the nightly cleaning crew.

Correction: The *Pipeline* dated Sept. 13 incorrectly indicated you should complete a form 217 to have surplus property picked up. The correct form is a 117.

If you need help with property or records, contact one of the following:

Property officers are:

Health Services: Brenda Vincent, Program Support, 564-6631; Glenna Hager, Public Health, 564-6663; Gina Woods, Medicaid; Roger Smiley, OIG, 564-2888; Bobbi Morris, Aging, 564-6930.

CFC: Steve Skelton, Bill Gammon, and Les Hudson, 564-7736.

Workforce Development (second floor): Sheila Jesse and Brad Noel, 564-7095.

Records officers are:

CHS: Butch Roberts, 564-6631.

CFC: Richard Manley, 564-7530, ext. 3245.

Workforce Development (second floor): Joan Litterell, 564-7095.

Fundraiser for a Dying Child

A fundraiser is underway for Bill Cooper, age seven, who doctors say is within days of losing his two-year struggle with cancer. Ursula Burchett and Rhonda Hiatt, Workforce Development employees on the second floor of the Human Resources Building, are organizing the effort to raise funds to help the child's family defray funeral expenses. For more information, or to make a donation, contact Burchett or Hiatt at (502) 564-7843.

Notes and Activities



- A **retirement reception** will be held to honor Carol Forbes of the Cabinet for Health Services, September 27, 2 - 4 p.m. in the Health Services Building boardroom, second floor. She retired effective August 31.
- Cookbooks to benefit **KECC** are now available for \$7. Contact Bonnie Cox, (502)564-5028 or Peggy Burch, (502)564-6478, ext. 3341.
- The Red Cross **Bloodmobile** will take donations in the auditorium of the Health Services Building Sept. 27-28, 9 a.m.-1:30 p.m. Appointments will be scheduled by division recruiters. CHS employees can also schedule through Dora Kerns at (502)564-2772, ext. 126. CFC employees can schedule through Charlene Nation at (502)564-7770. For more information, call or e-mail Kerns or Nation.
- **Network – Women in State Government** meets on the fourth Wednesday of each month at 11:30 a.m., at the Columbia Steak House, Frankfort. For more information, contact Barbara Pulliam, president, at (502)564-7863.
- The Women's **Health Conference**, sponsored by the University of Kentucky, will be held Oct. 4-5 in Lexington. Contact Janet Braun, (606)257-5037, for more information.
- The **Fibromyalgia Support Group** meets the third Thursday of each month at 7 p.m. at Highland Christian Church, Versailles Road in Frankfort. Anyone who is interested is invited to attend. For more information, call Linda Burke of Health Services at 564-7213.
- Nominations for **CFC Employees of the Month** are due by the 15th of each month. For more information, or to submit a nomination, contact Charlene Nation of the Employee Services Branch, CHR-5, phone 564-7770. She will also accept nominations sent by e-mail.

Pipeline, a weekly newsletter for employees of the Cabinets for Families and Children and Health Services, welcomes reader comments and contributions. Items for *Pipeline* are due by 4:30 p.m. Tuesday; items for intercom announcements are due by 4:30 p.m. Monday. Call (502) 564-6786 or send information to Patricia Boler at Patricia.Boler@mail.state.ky.us

Deferred Comp Expo: Just a Few Dates Remain

Deferred Compensation's Investment Education Expo is nearly over. Remaining dates are:

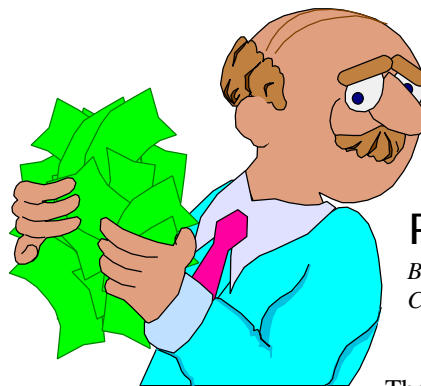
Frankfort – Sept. 23, Health Services Building Auditorium – for employees in the Human Resources Complex, Public Health Building and Fair Oaks Building.

Frankfort – Oct. 26, Capital Plaza Civic Center, 405 Mero St.

Morehead – Oct. 27, Ramada Inn (formerly Holiday Inn), 1698 Flemingsburg Rd., Oak Room

London – Oct. 28, London community Center, 529 S. Main St., rooms A and B

Sessions will be held at 10 a.m. and 2 p.m. at each location. For more information, call 1-800-542-2667, or see page two of the July 30 issue of *Pipeline* at <http://cfc-chs.chr.state.ky.us/pipeline/1999/0730/pipeline.doc>.



Get Your Key to Retirement!

By Barbara Hadley Smith,
CHS Communications

The media are full of stories about how much retirement income we will need to provide for food, shelter, health care, and, we hope, some fun in our older years. Will you have it?

On Sept. 23, Jolene Van Horne will be here to talk with you about how you can invest money for the retirement you wish to have. She is the service representative for the Kentucky Deferred Compensation Authority and will appear at two sessions in the Health Services Auditorium, 10 a.m. and 2 p.m.

This meeting is open to all employees of the Cabinet For Health Services, the Cabinet for Families and Children, and the Cabinet for Workforce Development who work in the Human Resource Building, the Public Health Building, and Fair Oaks. Each cabinet has given permission for employees to use other paid leave to attend this meeting.

Don't delay your plans for the future! Come to the **Health Services Auditorium at 10 a.m. or 2 p.m. Sept. 23.**

OTS Sponsor: A Personal Technology Helper

By Lisa Aug, CFC Communications

Not sure who to call when your email crashes or that new software doesn't work as advertised? You don't have to call your way through the OTS directory anymore. CFC's Office of Technology Services has established the Technology Sponsors Program that assigns a senior OTS professional to each specific service region or office.

In addition to solving day-to-day glitches, the sponsors will serve as liaison between the regional and office leadership and the Executive Director and Secretary on technology and business analysis. Sponsors will be able to bring first-hand knowledge of technology support, service gaps, new technology needs, status and issues, even suggestions, complaints and compliments from users directly to the OTS Executive Director and the Secretary.



How to reach your sponsor

Sponsors and their telephone extensions are listed below. They all share the same main telephone number: **(502)564-6478**.

Regions

Northern Kentucky, David Wolfe, ext. 3363
KIPDA, Jamie O'Bannon, ext.
Lincoln Trail, Chris Smith, ext. 3361
Green River, Chris Smith, ext. 3361
Purchase, Jerry Wildt, ext. 3348
Pennyrile, Scott Hampton, ext. 3349
Barren River, Jerry Wildt, ext. 3348
Lake Cumberland, Jim Bach, ext. 3355
Cumberland Valley, Lorna Jones, ext. 3340
Bluegrass, Maurice Garrard, ext. 3365
Fayette, Jim Bach, ext. 3355
Kentucky River, David Wolfe, ext. 3363
Big Sandy, Paula Salsman, ext. 3367
FIVCO, Paula Salsman, ext. 3367
Buffalo/Gateway, Maurice Garrard, ext. 3365

Central Office

Program Support, Lorna Jones, ext. 3340
Performance Enhancement, David Wolfe, 3363
FRYSC, Scott Hampton, ext. 3339
Communications, Mary Gaetz, ext. 3297
Office of Counsel, Scott Hampton, ext. 3339
Ombudsman, Chris Smith, ext. 3361
DCBS, Mary Gaetz, ext. 3297
Secretary's Office, Mary Gaetz, ext. 3297

CFC Accreditation Update

The Cabinet for Families and Children takes another step toward its goal of best practice and high-quality service with the start of training in peer review for national accreditation.

Kentucky is one of the first states to seek accreditation from the National Council on Accreditation of Services for Families and Children. Such accreditation not only establishes that Kentucky meets the highest standards of service, but also complements, reinforces and expands the Cabinet's striving for excellence under Vision 2000 goals.

Approximately 350 regional staff people will attend the one-day training that covers an overview of accreditation and peer review methods to prepare for site visits from the national council. National trainers will hold the regional sessions in six locations over six weeks.

These employees will then coach other local and regional staff in specific techniques and methods of managing case files to meet accreditation and high-quality service standards.

Kentucky expects to receive accreditation from the council sometime next year.

Get Professional with CPM Program

You don't have to learn managing on the job or by trial and error. Kentucky offers the Certified Public Manager Program to enhance the knowledge and skills of current and future leaders in state government.

Current managers and supervisors as well as aspiring managers are eligible for the program with approval of the agency head. About 190 people in Kentucky have achieved the designation of Certified Public Manager.

During the rigorous two- to four-year program, classes cover a wide range of management topics, from budgeting through dealing with conflict to managing organizational change. The program requires students to complete 300 hours of classroom instruction, 13 tests of knowledge and four applied workplace projects.

Graduates are eligible to apply for an educational achievement award, to receive undergraduate or graduate academic credit at Kentucky State University, and to substitute CPM for two years of experience required in selected job classes.

Kentucky's is one of 20 nationally accredited CPM programs in the country. For more information, call the Governmental Services Center at KSU at (502) 564-8170.



BUILDING A BETTER TWIST

*By David L. Wolfe, System Support Director
Office of Technology Services*

Hello TWISTers! I haven't forgotten about you, and I hope you and Children's TWIST computer system these days – importantly, function. I believe we still have a long way to go to believe we are making some pretty good strides. There are a lot

of people wanting to give YOU the best. are seeing a difference in the Cabinet for Families improvements in reliability, availability, stability, and most provide you the proper tool set to do your job, but I also

(For those who don't know, TWIST is The Worker Information SysTem, the primary record-tracking system for the Department for Community Based Services.)

Soon there will be a new set of assessment screens, and an updated case plan. Everyone involved has agreed we will implement the new TWIST functions in cooperation with policy change and training. We heard you! Stay tuned; there's more to come.



Your part of the bargain is to be current with your training on the system, and to continue to tell me when TWIST is not what we need it to be. Together we can make the difference.

I want you to know how much I appreciate having the opportunity to work for the best organization in Kentucky – the Cabinet for Families and Children, and most importantly YOU, my customer.

Every day we come to work we have the chance to make life better for so many people in Kentucky – the families and children who, for whatever reason, need our help. OTS does this by ensuring the systems that support our field staff and management work. While this may appear easy, it is at times surprisingly difficult and frustrating for all of us.

We in OTS must deliver our best, each hour of every day. We must expect the best from ourselves and of each other. We need to find ways to change our systems quicker, and at a lower cost. We need to ensure our systems and networks are reliable, available, and stable – RAS, I call it. Technology, properly deployed and supported, is invaluable to delivering services to Kentucky's families and children.

Just a reminder that "Techno Talk Translated" is here to answer your technology questions. Email your computer-related questions to: [CFC Techno Talk](#). We'll answer them in this space.